



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
STAFF TECHNICIAN
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision this position is responsible for technical administrative support. Reports to the Deputy Director of Human Services.

ESSENTIAL JOB FUNCTIONS

Responsible for overseeing and managing budgets to include grants management, requisitions, reconciliations and other budgetary duties; monitors monthly expenditures; prepares reports to grantees; processes invoices and maintains program records and financial data.

Performs routine administrative support functions such as compiling, posting or recording information from a variety of sources involving calculations, research and verification of information. May include completing forms, reports, questionnaires and other similar documents.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Office Administration – Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, database and related software.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Purchasing - Knowledge of purchasing guidelines, financial computations, and statistical analysis.

REQUIRED SKILLS

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.

- Interpersonal Relationships/Customer Service - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- Time Management - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

REQUIRED ABILITIES

- Communication - Ability to communicate ideas and proposals verbally and in writing effectively so others will understand, to include the preparation of detailed reports which include numerical information and statistics. Ability to listen and understand information and ideas being presented verbally and in writing.
- Critical Thinking - Ability to analyze and interpret information and data to ensure compliance with all applicable Federal, State, and Local laws.
- Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions

EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to a high school diploma and 3 - 5 years of related administrative experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.